

Public Safety Dispatcher

DEPARTMENT OF THE ARMY

Army Installation Management Command

Open & closing dates

2021-09-17 to 2021-12-17

[Help](#)

Service

Competitive

Pay scale & grade

GS 5 - 6

Salary

\$32265.00 to \$51103.00 / per year

Appointment type

Permanent

Work schedule

Full-Time

Locations

[Help](#)

Few vacancies in the following location:

Dugway Proving Ground, Utah

vacancies

Relocation expenses reimbursed

No

Telework eligible

No

This job is open to

[Help](#)**The public**

U.S. citizens, nationals or those who owe allegiance to the U.S.

Clarification from the agency

This is a Public Notice for positions being filled under the Direct Hiring Authority (DHA) for Domestic Defense Industrial Base Facilities and Major Range and Test Facilities Base, NDAA 1125 (a) and (c).

Apply

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Summary

This position is announced as an Open Continuous Announcement. First cutoff date to evaluate candidates will be 1 October 2021, at 11:59 PM. Application packages received after this date will be evaluated at a future cutoff date to be determined based on the needs

of the agency. Packages must be complete at the time referral certificates are issued.

Learn more about this agency

Responsibilities

- Receive and evaluate all other duress calls and dispatch appropriate emergency units, working independently within guidelines and policies but may make deviations as needed based on experience.
- Must be able to make decisions under stressful situations and perform crisis intervention with emergency callers until appropriate emergency units arrive.
- Receive and evaluate 911 emergency calls including fire, police, and ambulance service.
- Manipulates computer keyboard to acknowledge or defer alarms, Intrusion Detection System Alarms, and determine priority and/or procedures for alarm.
- Provide emergency medical dispatching assistance to callers with medical emergencies using the local authorities emergency medical dispatch protocols.
- Monitor availability of police, fire, and medical field units via phone and radio and update status and information in automated computerized systems.
- The incumbent is expected to work independently within the guidelines and policies, and may make deviations as needed based on their experience.
- Performs other duties as assigned.

Travel Required

Occasional travel

You may be expected to travel for this position.

Supervisory status

No

Promotion Potential

6 -

Job family (Series)

2151 Dispatching

Requirements

[lp](#)

Conditions of Employment

- Appointment may be subject to a suitability or fitness determination, as determined by a completed background investigation.
- This position requires the incumbent to possess and maintain certification in Utah Bureau of Criminal Identification (BCI) within one year of appointment unless they are unable to do so do to circumstance beyond their control.
- This position requires the incumbent to possess and maintain certification in Army Law Enforcement Report Tracking System (ALERTS) within one year of appointment unless they are unable to do so do to circumstance beyond their control.
- This position requires the incumbent to possess and maintain a valid driver's license.
- This position is subject to shift work and rotating shift work. The incumbent is required to work an alternate work schedule requiring an uncommon tour of duty (including nights, weekends and holidays).
- This position requires the incumbent to wear a duty uniform and adhere to the appearance standards outlined in the Standard Operating Procedures.
- This position is a Mission Essential position, requiring the incumbent to work regardless of weather conditions, Terrorist Force Protection Condition (TFPCON), or installation closure and to report to the duty station at the regularly scheduled time.

- This position requires the incumbent to possess and maintain certification in Basic Life Support (BLS) CPR within one year of appointment.
- Must possess and maintain certification in the Emergency Medical Dispatch System, Emergency Police Dispatch System, and Emergency Fire Dispatch System within 1 year of appointment unless unable to do so due to circumstances beyond their control.
- This position requires the incumbent to possess and maintain certification in Utah POST Dispatcher certification within one year of appointment.
- This position requires the incumbent to possess and maintain certification in DOD Hazardous Materials Awareness within one year of appointment unless unable to do so due to circumstance beyond their control.
- This position requires the incumbent to possess and maintain certification in DOD Telecommunications I/II within one year of appointment unless unable to do so due to circumstance beyond their control.
- This position requires the incumbent to possess and maintain certification in National Crime Information Center (NCIC) within one year of appointment unless unable to do so due to circumstance beyond their control.
- A maximum of 24 weeks or equivalent of 84 shifts of on-the-job training in Dispatch. Trainees must complete the initial on-the-job training within the first 6 months of employment - with a minimum skill level of 70%.

Qualifications

Who May Apply: US Citizens

In order to qualify, you must meet the education and or experience requirements described below. Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community; student; social). You will receive credit for all qualifying experience, including volunteer experience. Your resume must clearly describe your relevant experience; if qualifying based on education, your transcripts will be required as part of your application. Additional information about transcripts is [in this document](#).

GS-05 Minimum Qualifications:Specialized Experience: One year of specialized experience which includes experience using a computer to operate a variety of computer software and receiving dispatch calls. This definition of specialized experience is typical of work

performed at the next lower grade/level position in the federal service (GS-04).

OR

Education: Four years of education above the high school level obtained in an accredited business, secretarial or technical school, junior college, college or university in a field which demonstrates the knowledge, skills, and abilities necessary to do the work of the position, such as Criminal Justice, Law Enforcement, Communications, Homeland Security, Fire Protection, etc. (Note: You must attach a copy of your transcripts.)

OR

Combination of Education and Experience: A combination of education and experience may be used to qualify for this position as long as the computed percentage of the requirements is at least 100%. To compute the percentage of the requirements, divide your total months of experience by 12. Then divide your semester hours of education beyond two years (total semester hours minus 60) by 60. Add the two percentages.

GS-06 Minimum Qualifications:

Specialized Experience: One year of specialized experience which includes experience communicating detailed instructions for emergency or non-emergency situations, determining priority levels of calls and tasks, and creating entries or inputting records into automated systems. This definition of specialized experience is typical of work performed at the next lower grade/level position in the federal service (GS-05).

Education

FOREIGN EDUCATION: If you are using education completed in foreign colleges or universities to meet the qualification requirements, you must show the education credentials have been evaluated by a private organization that specializes in interpretation of foreign education programs and such education has been deemed equivalent to that gained in an accredited U.S. education program; or full credit has been given for the courses at a U.S. accredited college or university. For further information, visit:

<http://www.ed.gov/about/offices/list/ous/international/usnei/us/edlite-visitus-forrecog.html>

GS-6 Level: No education substitution.**Additional information**

Male applicants born after December 31, 1959, must complete a Pre-Employment Certification Statement for Selective Service Registration.

You will be required to provide proof of U.S. Citizenship.

Two year trial/probationary period may be required.

Direct Deposit of Pay is required.

Selection is subject to restrictions resulting from Department of Defense referral system for displaced employees.

If you have retired from federal service and you are interested in employment as a reemployed annuitant, see the information in the [Reemployed Annuitant](#) information sheet.

This is a Career Program (CP) 24 - Transportation and Distribution Management position.

Multiple positions may be filled from this announcement.

Salary includes applicable locality pay.

If you are unable to apply online or need to fax a document you do not have in electronic form, view the following link for information regarding an [Alternate Application](#).

Payment of Permanent Change of Station (PCS) costs is not authorized, based on a determination that a PCS move is not in the Government interest.

Defense National Relocation Program (DNRP) is not authorized.

Relocation or recruitment incentive may be authorized if determined to be in the best interest of the Agency.

Advance In-Hire Rate may be authorized if determined to be in the best interest of the Agency.

10% retention incentive may be authorized after the completion of the following: on-the-job training, Peace Officer Standards and Training (POST) Academy, and Emergency Medical, Fire, and Police Dispatch course.

The work is performed in a highly stressful, restricted office environment. Individuals are expected to be capable of working independently, without supervision at the full performance level. Must be able to make decisions under stressful situations and perform crisis intervention with emergency callers until appropriate emergency units arrive.

How You Will Be Evaluated

Once the announcement has closed, a review of [your application package](#) (resume, supporting documents, and responses to the questionnaire) will be used to determine whether you meet the qualification requirements listed on this announcement.

If, after reviewing your resume and/or supporting documentation, a determination is made that you have inflated your qualifications and/or experience, you may lose consideration for this position. Please follow all instructions carefully when applying, errors or omissions may affect your eligibility.

You should list any relevant performance appraisals and incentive awards in your resume as that information may be taken into consideration during the selection process. If selected, you may be required to provide supporting documentation.

Veterans and Military Spouses will be considered along with all other candidates.

Basis for Rating: All applicants will be rated for minimum qualifications. All qualified applicants will be referred to the selecting official for consideration.

Background checks and security clearance

Security clearance

[Not Applicable](#)

Drug test required

No

Required Documents

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The documents you are required to submit vary based on whether or not you are eligible for preference in federal employment. A complete description of preference categories and the associated required documents is in the [Applicant Checklist \(External\)](#).

As described above, your complete application includes your resume, your responses to the online questionnaire, and documents which prove your eligibility to apply. **If you fail to provide these documents, you will be marked as having an incomplete application package and you will not be considered any further.**

1. Your resume:

Your resume may be submitted in any format and must support the specialized experience described in this announcement.

If your resume includes a photograph or other inappropriate material or content, it will not be used to make eligibility and qualification determinations and you may not be considered for this vacancy.

For qualifications determinations your resume must contain hours worked per week and the dates of employment (i.e., HRS per week and month/year to month/year or month/year to present). If your resume does not contain this information, your application may be marked as incomplete and you may not receive consideration for this position.

For additional information see: [What to include in your resume](#).

2. Other supporting documents:

Cover Letter, optional

Most recent Performance Appraisal, if applicable

This position has an individual occupational requirement and/or allows for substitution of education for experience at the GS-5 level. If you meet this requirement based on education you **MUST** submit a copy of your transcript with your application package or you will be rated ineligible. See: [Transcripts and Licenses](#)

NOTE: Documents submitted as part of the application package, to include supplemental documents, may be shared beyond the Human Resources Office. Some supplemental documents such as military orders and marriage certificates may contain personal information for someone other than you. You may sanitize these documents to remove another person's personal information before you submit your application. You may be asked to provide an un-sanitized version of the documents if you are selected to confirm your eligibility.

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

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A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding. [Learn more about federal benefits.](#)

[Review our benefits](#)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply

[lp](#)

To apply for this position, you must complete the online questionnaire and submit the documentation specified in the **Required Documents** section above.

The complete application package must be submitted by 11:59 PM (EST) on 12/17/2021 to receive consideration

To begin, click **Apply** to access the online application. You will need to be logged into your USAJOBS account to apply. If you do not have a USAJOBS account, you will need to create one before beginning the application

(<https://apply.usastaffing.gov/ViewQuestionnaire/11236018>).

Follow the prompts to **select your resume and/or other supporting documents** to be included with your application package. You will have the opportunity to upload additional documents to include in your application before it is submitted. Your uploaded documents may take several hours to clear the virus scan process.

After acknowledging you have reviewed your application package, complete the Include Personal Information section as you deem appropriate and **click to continue with the application process**.

You will be taken to the online application which you must complete in order to apply for the position. Complete the online application, verify the required documentation is included with your application package, and submit the application. **You must re-select your resume and/or other documents from your USAJOBS account or your application will be incomplete.**

It is your responsibility to verify that your application package (resume, supporting documents, and responses to the questionnaire) is complete, accurate, and submitted by the closing date. Uploaded documents may take up to one hour to clear the virus scan.

Additional information on how to complete the online application process and submit your online application may be found on the [USA Staffing Applicant Resource Center](#).

To verify the status of your application, log into your USAJOBS account (<https://my.usajobs.gov/Account/Login>), all of your applications will appear on the Welcome screen. The Application Status will appear along with the date your application was last updated. For information on what each Application Status means, visit: <https://www.usajobs.gov/Help/how-to/application/status/>.

Agency contact information

Army Applicant Help Desk

Website

https://portal.chra.army.mil/hr_public?id=app_inq

Address

DJ-APF-W6B6AA US ARMY GARRISON DUGWAY

DO NOT MAIL

Dugway , UT

84022

US

[Learn more about this agency.](#)

Next steps

If you provided an email address, you will receive an email message acknowledging receipt of your application. Your application package will be used to determine your eligibility, qualifications, and quality ranking (as applicable) for this position. If you are determined to be ineligible or not qualified, your application will receive no further consideration.

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](#)
- [Office of Equal Opportunity](#)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- When an applicant with a disability needs an accommodation to have an equal opportunity to compete For a job;
- When an employee with a disability needs an accommodation to perform the essential functions of the job or To gain access to the workplace; And
- When an employee with a disability needs an accommodation to enjoy equal access to benefits and privileges of employment (e.g., details, trainings, office-sponsored events).
- [Disability Employment - Reasonable Accommodations](#)
- [How to contact an agency](#)

Legal and regulatory guidance

[Financial suitability](#)

[Social security number request](#)

[Privacy Act](#)

[Signature & False statements](#)

[Selective Service](#)

[New employee probationary period](#)